

*Citibank® Commercial Cards, Government Services*

**Citibank® Government Travel Card Guide**  
For Agency/Organization Program Coordinators



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## Citibank® Government Travel Card Guide

# General Overview

### How to Use this Manual

This manual is designed to be a reference guide for processes and procedures used in the management of the Citibank® Government Travel Card program for Agencies/Organizations. The manual is divided into sections to help you manage your duties and responsibilities as an Agency/Organization Program Coordinator (A/OPC). Also included are Appendices with ready references containing important information, telephone numbers, e-mail addresses and specific procedures for electronic interface with Citibank. Listed below are the various sections of this manual and the intended use of each:

Section	Use
General Overview	Executive Summary
Responsibilities of Program Participants	Desk Reference
Account Setup and Maintenance	Desk Reference
Authorized Card Use	Desk Reference
Transaction Activity	Desk Reference
Statements of Account and Invoices	Desk Reference
Reconciliation Procedures	Desk Reference
Disputes	Desk Reference
Payment Process	Desk Reference
Account Suspension, Cancellation and Reinstatement	Desk Reference
Essential, Standard and Ad Hoc Reports	Reporting Capabilities
Training	Training Planning
Appendices	Reference Data

### Background

The General Services Administration (GSA) SmartPay Master Contract provides for a worldwide payment and data storage system for acquiring travel and travel-related products and services. This manual provides general guidelines and policies for the administration of Centrally Billed Accounts (CBAs) and Individually Billed Accounts (IBAs) in the Citibank® Government Travel Card program. The General Overview section provides a snapshot of the entire Citibank® Government Travel Card program. The procedures and steps covered in this guide and the assistance of the Citibank® Client Account Manager will enable you to successfully manage your Agency/Organization's day-to-day program needs.

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# General Overview

This guide is intended to highlight basic policies and procedures for your program. It is a generic starting point and has not taken into account your Agency/Organization's specific requirements. You may wish to tailor these guidelines to meet your specific organizational needs.

The Citibank<sup>®</sup> Government Travel Card program is designed to meet the following objectives:

- Simplify the purchase of travel and travel-related services
- Reduce paperwork and administrative costs associated with official Government travel
- Streamline payment procedures and improve cash management practices
- Improve management controls, reporting, and decision-making activities

Under the Federal Travel Regulations (FTR), Agencies/Organizations pay for Government travel with charge instruments under contract, such as the Citibank<sup>®</sup> Government Travel Card.

CBAs are established by an Agency/Organization to pay for official travel charges (air and rail) and for other official travel-related expenses (e.g., hotel, rental car, conferences, etc.) and are used by Commercial Travel Office (CTO)/Travel Management Center (TMC) managers and/or a limited number of Government travelers. These accounts are most often used by travel service providers (the CTO/TMC managers) as agents for the Federal government to pay for air and rail tickets issued to Government travelers. Additionally, separate CBAs can be established to issue cards to select groups of travelers needing the flexibility of charging directly to a Government liability account. The Government is liable for authorized charges made to the CBA.

## Scope of the Travel Card Program

The Citibank<sup>®</sup> Government Travel Card program offers your Agency/Organization:

- Worldwide acceptance for travel and relocation expenses
- Operational support and training

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- Implementation support
- Commercial billing and payment terms (to the maximum extent practicable) utilizing automated systems with the latest technology
- Transaction dispute support

### **Product Offerings**

The GSA Master Contract consists of core products and services as well as value-added and customized products.

Core products and services include:

- Travel Card Agency/Organization (CBAs)
- Travel Card (IBAs)
- ATM Access
- Travelers Cheques

Optional value-added products and services described in the GSA Master Contract applicable to travel are:

- Additional Authorization Controls
- Debit Cards
- Convenience Checks
- Inter/Intra-Government Services
- Telephone Card Access
- Electronic Bill Payment
- Electronic Purchasing
- Photo ID
- Commercially Available Convenience Services

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- Card Sleeves
- Activation and Deactivation on Demand
- Emerging Technology

Citibank, as the world's largest issuer of MasterCard® and Visa® cards, plays a pivotal role in advancing new payment products and technologies to benefit our Government customers, their Cardholders and the global economy. Government Travel Cards issued by Citibank are accepted at more than 27 million locations worldwide. Citibank will imprint the customer service toll-free and/or collect number on the back of all cards.

Citibank offers the Government two types of accounts: a Centrally Billed Account (CBA) with Government liability which is generally used by CTO/TMC managers (and travelers in special circumstances) and an Individually Billed Account (IBA) with personal liability for the individual Government traveler. The Citibank® Government Travel Card (CBA) can be either "cardless" or with a card issued. Individually billed travel cards (IBAs) will always have a card issued. In addition, Citibank will also provide generic and quasi-generic cards.

## Core Products and Services

### **CBAs (Cardless)**

Citibank provides Centrally Billed Account functionality with no preset spending limits which allows invoicing for transactions charged against a centrally billed account number. These accounts are typically used by an Agency/Organization in conjunction with its contracted travel service provider to charge air and rail tickets for authorized travelers.

### **CBAs (With cards issued)**

Supplemental cards issued from a CBA may utilize the ATM cash access and travelers cheques card features. The Government remains liable for authorized charges made to the account by individuals utilizing CBA-issued cards. Additionally, the Cardholder usually does not receive a Statement of Account or invoice.



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### **Travelers Cheques**

Merchant establishments and financial institutions worldwide accept travelers cheques. In the U.S., they are accepted like cash in retail and service establishments including hotels, shops and restaurants. Outside the U.S., travelers cheques are widely accepted at hotels and at many shops and restaurants, and can be easily exchanged for local currency at hotels, banks and exchange houses. Prepackaged denominations from \$20 to \$500 are available to the Government traveler.

### **Reporting**

Citibank provides all required reports specified in the GSA Master Contract and your Agency/Organization's Task Order in a format designed to enhance management information analysis and report utilization. This information can be provided in electronic media to maximize timeliness for reporting and updating databases.

### **Electronic Access Systems**

Citibank provides controlled electronic access to account statements, account maintenance, reports and disputes through the CitiDirect® Card Management System.

### **A/OPC and Cardholder Assistance**

The Citibank® Client Development Manager dedicated to your Agency/Organization is available to assist with your implementation and training requirements. The Citibank Customer Service Center provides toll-free services 24 hours a day, 7 days a week, every day of the year to assist Cardholders, the A/OPC, the Designated Billing Office (DBO) and the Transaction Dispute Office (TDO) with any day-to-day questions and issues.

### **Card Activation**

Card Activation is a method of confirming that the Cardholder safely received the card and/or account number. The Cardholder must call the telephone number listed on the Card Activation Notice to activate the card.

### **Value-Added and Customized Products and Services**

Value-Added and Customized Products and Services include:

- Additional Authorization Controls
- Debit Cards



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- Convenience Checks
- Inter/Intra-Government Services
- Telephone Card Access
- Electronic Bill Payment
- Electronic Purchasing
- Photo ID
- Commercially Available Convenience Services
- Card Sleeves
- Activation and Deactivation on Demand
- Emerging Technology

Citibank provides Cardholders with several travel-related services such as car rental insurance, lost luggage assistance, etc. A full listing of these benefits and features is found in the *Citibank<sup>®</sup> Government Travel Card Cardholder Guider* located at [www.citimanager.com](http://www.citimanager.com) in the “Government Services/Reference” section.

## Citibank® Government Travel Card Guide

# Responsibilities of Program Participants

The GSA Master Contract and Agency/Organization Task Order define the responsibilities of the parties participating in the Citibank® Government Travel Card program. The collective actions of these entities will determine the effectiveness and efficiency of the program. This guide addresses responsibilities for the following:

- Agency/Organization Program Coordinator (A/OPC)
- Approving Official (AO) (optional)
- Cardholder
- Agency/Organization Contracting Officer (A/OCO)
- Agency/Organization Commercial Travel Office/Travel Management Center (CTO/TMC)
- Designated Billing Office (DBO)
- Transaction Dispute Office (TDO)
- Citibank

### **A/OPC**

An A/OPC is an individual designated by the Agency/Organization to perform Task Order contract administration within the limits of delegated authority and to manage the Travel Card program for the Agency/Organization. The A/OPC has overall responsibility for the Travel Card program within his/her Agency/Organization. The A/OPC generally serves as the focal point for answering questions, contract administration, coordination of applications, issuance and destruction of cards, establishment and review of reports and administrative training and is the overall point of contact between Cardholders, the Agency/Organization, Citibank and GSA. For some Agencies/Organizations, the A/OPC may be the ordering Contracting Officer. For those Agencies/Organizations where the A/OPC is not the ordering Contracting Officer, the Agency/Organization's ordering Contracting Officer shall be treated as the A/OPC for the purposes of this contract and exercise the same rights set forth therein.

The A/OPC is authorized to request that Citibank establish new accounts. The A/OPC is also the liaison between the Agency/Organization, Citibank and the GSA Contracting

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# Responsibilities of Program Participants

Officer. The A/OPC oversees the Travel Card program for his/her Agency/Organization and establishes guidelines. Changes to required authorization controls must be submitted to Citibank by the A/OPC.

The A/OPC should:

- Maintain a general knowledge and understanding of the applicable Government travel regulations and his/her Agency/Organization's policies and procedures regarding official Government travel and authorized purchases
- Communicate program information to Agency/Organization Cardholders within their purview
- Maintain a list of all accounts in his/her purview, including traveler names, addresses, e-mail addresses, Agency/Organization defined identification numbers, account numbers and telephone numbers. A/OPCs will also maintain geographic locations, offices and Points of Contact (POCs) for financial matters and CTO/TMCs
- Provide Citibank with any changes that affect management, reporting or billing using the agreed-upon procedures specified by the GSA Master Contract and the Agency/Organization Task Order. The Master Report provided by Citibank should be used for this purpose
- Activate optional services available from core, customized or value-added services
- Provide Cardholders with Citibank's most up-to-date list of internal Agency/Organization locations which distribute travelers cheques, including POC addresses and phone numbers
- Notify Citibank 45 days prior to the expiration date of accounts which are not to be renewed or reissued
- Maintain an up-to-date list of Agency/Organization POCs for the DBO and TDO
- On a quarterly basis, review and evaluate Citibank's technical and administrative task order performance and compliance, including conformance with price and

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# Responsibilities of Program Participants

schedule provisions of the work effort and accepting deliverables. The A/OPC will coordinate input from the DBO and TDO and consolidate feedback on the task order evaluation forms

For Centrally Billed Accounts only, A/OPCs should:

- Specify any desired authorization limits for CBAs or supplemental cards issued from a CBA
- Review and reconcile suspension and cancellation notices and actions

For Individually Billed Accounts only, A/OPCs should:

- Specify any desired authorization limits for IBAs, as applicable
- Review and reconcile pre-suspension and pre-cancellation notices

### **Approving Officials (AO) (optional)**

The AO, if used by an Agency/Organization, is normally the supervisor to whom a Cardholder reports for authorization to purchase required travel and travel-related services. AOs assist in the reconciliation of Cardholder accounts, ensuring proper procedures are followed. AOs are the conduit between the A/OPC and the Cardholder, ensuring proper dissemination of information regarding program changes and Cardholders' ability to utilize their cards. Although not contemplated by the Master Contract, Citibank understands that some Agencies/Organizations wish to employ this management tool for their Travel Card Task Order. Citibank will work with each Agency/Organization that requests such support.

### **Cardholder**

The Cardholder is responsible for using the Citibank® Government Travel Card for the purchase of official travel-related products and services. The Cardholder is responsible for understanding Agency/Organization policies and procedures regarding card use, reconciliation, disputes and payment.

For a CBA, the Agency/Organization is not liable for unauthorized charges made on the CBA card. The Cardholder is responsible for using the card for official travel-related products and services as specified by Agency/Organization policy. Deviation from policy by the Cardholder is not in itself a basis for disputing a charge.

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# Responsibilities of Program Participants

For an IBA, the Cardholder is personally liable for charges and fees associated with his/her Travel Card unless the card is lost or stolen or the transactions are under dispute. The Cardholder is also responsible for paying any balance by the due date and complying with the terms and conditions of the Citibank® Government Travel Card *Cardholder Account Agreement* (see the “Reference” section of our Web site in the “Citibank® Travel Card” section).

### **Agency/Organization Contracting Office (A/OCO)**

The Agency/Organization Contracting Office issues the Task Order against the GSA Master Contract for Travel Card services. Administration of the Agency/Organization Task Order is typically the responsibility of the A/OCO. All A/OPC questions regarding the terms and conditions of this Task Order should be directed to the A/OCO in accordance with Agency/Organization policies and procedures. Agencies/Organizations electing to utilize an existing task order of another agency (sometimes referred to as a “tag along”) are responsible for the terms and conditions of that task order.

### **Agency/Organization Commercial Travel Office/Travel Management Center (CTO/TMC)**

The Agency/Organization CTO/TMC is responsible for following Agency/Organization policy for the proper use of the CBA in accordance with its contract with the Government. The CTO/TMC typically receives a copy of the invoice, matches the charges to its accounting data, reports valid (matched) and unmatched charges to the Government and assists with resolving disputes. Depending upon the Agency/Organization’s contractual agreement with the CTO/TMC, Citibank can provide reconciliation software through the CitiDirect® Card Management System. This software may be used to add data to each charge on the invoice. This data includes the travel authorization/order number, traveler’s name and identification number. The CTO/TMC may forward the appended file to the A/OPC, Approving Official and payment office to facilitate the Agency/Organization’s approval and payment processes.

### **Designated Billing Office (DBO)**

The DBO is responsible for processing and ensuring payment of CBA invoices. For further detailed responsibilities, please refer to the *Citibank® Government Card Designated Billing Office (DBO) Guide*.

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# Responsibilities of Program Participants

### Transaction Dispute Office (TDO)

A TDO may be established to assist the Agency/Organization and Citibank in tracking and resolving disputed transactions. For further detailed responsibilities please refer to the *Citibank® Government Card Transaction Dispute Office (TDO) Guide*.

### Citibank

Citibank will provide timely delivery of all products and services specified in the Agency/Organization Task Order within the parameters established under the GSA Master Contract.

- The Business Development Manager assigned to your Agency/Organization provides developmental services for the life of the contract
- During implementation, your dedicated Client Development Manager will utilize the entire spectrum of resources within Citibank to make your Agency/Organization's Travel Card program a success
- Once implementation activities are completed, your dedicated Client Account Manager will take over day-to-day and special support activities. He/she serves in the role of Task Order Manager

Citibank will provide the Agency/Organization and its employees with dedicated and responsive customer service representatives 24 hours a day, 7 days a week, every day of the year through the Citibank Customer Service Center. This service will enable all program participants to obtain information and resolve problems associated with their Government Travel Card program.

Citibank will also provide electronic access and reporting through the CitiDirect® Card Management System as required by the GSA Master Contract and the Agency/Organization Task Order. Electronic communication not only reduces turnaround time, it also helps to improve the timeliness and accuracy of system updates.

Citibank will use the CitiDirect® Card Management System to provide each A/OPC office with an electronic method to obtain and submit program forms. These forms will be provided upon request, in the format specified in the Agency/Organization's respective Task Order. For security reasons, these software packages will be

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# Responsibilities of Program Participants

password protected, and access will be limited to individuals authorized in writing by the A/OPC.

Citibank personnel will assist the Agency/Organization with account setup, account maintenance, reporting and establishing billing, reconciliation and dispute processes that properly support the use of the Travel Card program.

Citibank meets all security requirements as specified in the Master Contract and Agency/Organization Task Orders. Internal security procedures will also be utilized for this contract, including those to properly protect databases and information processing system access. We will only release information concerning account numbers or names of Cardholders in accordance with the terms and conditions of the Master Contract.

At the request of the Agency/Organization, creditworthiness checks may be used as part of the issuance procedures for Individually Billed Travel Card Accounts.

Citibank will also provide each Cardholder with an information mailing which contains the following items:

- Citibank® Government Travel Card
- *Citibank® Government Travel Card Cardholder Guide*
- *Cardholder Account Agreement*

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# Account Setup and Maintenance

### Account Setup Procedures

Initial Agency/Organization account setup is accomplished as a result of the issuance of an Agency/Organization Task Order against the GSA Master Contract. This task order delineates the requirements set forth by the Agency/Organization, including any value-added requirements. A task order can be tailored to specific Agency/Organization needs, provided that the requirements fall within the scope of the GSA Master Contract award.

Citibank will provide detailed and comprehensive assistance to the Agency/Organization to simplify account setup upon award of a task order.

### Hierarchy Structure Setup

Upon receipt of a Task Order from the Agency/Organization, Citibank will coordinate with A/OPCs and other designated Agency/Organization personnel to initiate the process of account hierarchy setup and information reporting requirements. Processing the necessary information to set up the Agency/Organization master file and account structure must be completed prior to initiating Agency/Organization accounts.

The Agency/Organization internal structure, geographic location and size determine the Travel Card hierarchy structure. The Agency/Organization hierarchy can contain up to nine levels, offering greater control for Agencies/Organizations with multiple geographic locations and large numbers of personnel. Typically, however, the basic hierarchy contains only five levels as defined below:

- Level I: GSA (Master Contract Award)
- Level II: Agency/Organization (A/OCO and A/OPC)
- Level III: Division/Branch (Sub-Unit)
- Level IV: Approving Official (AO) (optional)
- Level V: Cardholder (Individual)

The following example depicts a five-level hierarchy reporting setup process:



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# Account Setup and Maintenance

Hierarchy Level		Example
I	GSA	11111
II	Agency/Organization	23456
III	Division/Branch	12345
IV	Approving Official (optional)	98765
V	Cardholder	77777

Each hierarchical level is unique, and all levels of the Agency/Organization's hierarchy are required for each Cardholder application.

### Fourth Line Embossing

During the setup process, the Agency/Organization has the ability to designate the fourth line of embossing on issued cards. This line normally contains the Agency/Organization name, and may be used for the Agency/Organization's tax-exempt number. This field uses a maximum of 24 characters.

### Printing

The Agency/Organization name, the phrase "US Government Tax Exempt" and a minimum 15-digit alphanumeric discretionary field may be printed on the card.

### Division/Branch Management Control Setup

As part of the initial hierarchy (A/OPC) setup, the A/OPC shall submit all Cardholder and management control account setup information to Citibank. Management control is the responsibility of the A/OPC's designated representative within the division/branch management structure. Larger organizations with a large number of accounts may choose to use Approving Officials in this capacity. If used, each Approving Official will occupy a place in the Agency/Organization hierarchy. If an AO approach is used, all Cardholders shall be assigned to an AO for control, billing and reporting. Approving Officials should be personnel in supervisory management positions to ensure appropriate authority and control. In small organizations with fewer accounts, the A/OPC may serve in this capacity.

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### Task Order Start-Up Transition

At task order start-up, the A/OPC will furnish CBA and IBA data files containing current Cardholder information for accounts that have been selected for reissue in accordance with the Agency/Organization Task Order.

### New Accounts

#### CBA

The enrollment form (see Appendix B) for CBA setup is designed to minimize the effort to establish new accounts. Citibank procedures are designed to ensure:

- Proper edits are performed on all customer-supplied information
- Careful screening and random sampling to validate the accuracy of data supplied
- Immediate training for everyone involved with authorizing and processing account setup

The account enrollment process for CBAs follows these basic steps with some variance based on the method of submission (manual or electronic):

Step 1	Coordinate with the CTO/TMC, contracting representative and Citibank® Client Development Manager to determine the appropriate CBA characteristics (i.e., card vs. cardless, hierarchy structure, reporting requirements and authorization contacts).
Step 2	Carefully complete the new CBA request form (manual or electronic) to ensure that the information identifying the Agency/Organization, A/OPC, TDO and DBO, etc. is accurate. Include the characteristics determined in Step 1.
Step 3	Identify card requirements by account name on the supplemental form. If cards are to be issued to individuals, provide the appropriate enrollment form with signatures.
Step 4	Specify the CTO/TMC point of contact and identify desired reconciliation options.

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Citibank will provide standard commercial card activation procedures. More than one card can be issued from a single CBA. Cardless accounts will require verbal security verification (code phrase established during the Agency/Organization account setup) prior to the first use of the account.

Citibank will also meet all Government domestic and international needs regarding card issuance and delivery. For purposes of opening CBAs, Citibank will:

- Establish new CBAs as approved by the A/OPC upon receipt of completed program forms via fax, mail or electronic means
- Process program forms and issue cards/cardless accounts to the designated address within three business days of receipt of the completed program forms
- Provide standard commercial card activation procedures
- Domestically, replace lost, stolen, broken or otherwise unusable cards within 24 hours of the Agency/Organization request
- Internationally, replace lost, stolen, broken or otherwise unusable cards within 48 hours of the Agency/Organization request

### **IBA**

Citibank will issue IBA Travel Cards to designated Government travelers upon request. IBAs will be established based on Agency/Organization Task Order requirements, and may include core, customized and/or value-added services as identified in the Task Order. IBAs will be established without prior creditworthiness checks unless otherwise specified by the Agency/Organization in accordance with risk mitigation procedures.

The account enrollment process for IBAs follows these basic steps with some variance based on the method of submission (manual or electronic) and/or agency policies:

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# Account Setup and Maintenance

Step 1	The prospective Cardholder obtains an account application and <i>Cardholder Account Agreement</i> from the A/OPC or the Web site <a href="http://www.citimanager.com">www.citimanager.com</a> in the "Government Services/Reference" section of the site.
Step 2	The Cardholder completes the form (to include the signature) and submits it to the A/OPC. If the Agency/Organization uses creditworthiness checks, the prospective Cardholder will have to provide additional information on a separate form.
Step 3	The A/OPC completes the Government section of the application and sends a facsimile to Citibank at 1-605-335-1417 Note: The A/OPC must make the following decisions (depending on Agency/Organization policy): <ul style="list-style-type: none"> <li>• Type of Card</li> <li>• Limits/Merchant Category Code (MCC) restrictions, if any</li> <li>• ATM access – daily/weekly/billing cycle cash limit</li> </ul>
Step 4	Citibank will process the application and a mailer will be sent within three days.
Step 5	The Cardholder follows the directions in the card mailing and will activate the card.
Step 6	By signing and returning the Citibank-provided documentation, the Cardholder acknowledges his/her acceptance of the terms and conditions stated in the Cardholder Agreement.

After completion of the account setup procedures, setup forms are sent to the A/OPC for transmission to Citibank. Citibank will issue cards within three days of receipt of the completed forms. Cards are sent directly to the individuals designated as the Cardholder, unless the A/OPC indicates otherwise. Prior to submission of the setup forms for Cardholder privileges to Citibank, the A/OPC should conduct the following checks to verify information and ensure expeditious issue of the card to the Cardholder:

- Validate information provided
- Complete the hierarchy
- Assign desired credit and cash limits, as appropriate

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# Account Setup and Maintenance

- Indicate if a cash limit includes ATM cash access (if applicable)
- Include Merchant Category Code exclusions/inclusions (see Appendix E)
- Set billing cycle office limits

### **Emergency Card Issuance**

If new cards are needed as a result of an emergency or mobilization, Citibank will accept verbal instructions from the A/OPC or the GSA Contracting Officer for emergency account setup. Client Account Managers are available 24 hours a day, 7 days a week to handle such requests. Domestic delivery and international delivery will be completed within 24 hours of initial notice. The A/OPC must provide written validation of all verbal instructions for emergency cards to the Citibank Customer Service group within three business days of issuing the verbal instructions. To avoid duplication, these written instructions must be clearly marked as "Confirmation of Verbal Instructions." For "Emergency Account Setup and Card Delivery" for both CBAs and IBAs, Citibank will process and ship cards within 24 hours at the request of the A/OPC or GSA Contracting Officer. Upon request of the A/OPC or GSA Contracting Officer, Citibank will ship emergency cards via overnight delivery at the expense of Citibank.

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### Account Numbering Scheme

MasterCard Prefix	Visa Prefix	Fifth Digit	Sixth Digit
5568	4486 & 4716	0-3 = Authorized use of the City Pair Program (CPP)	0 = Centrally Billed Account, non- mandatory CPP
		4-5 = Reserved for use on either side side (authorized or non-authorized)	1 = Individually Billed Account, non- mandatory CPP
		6-9 = Non-authorized use of CPP (no access to CPP)	2-4 = Individually Billed Account, manda- tory CPP
			5 = Reserved for future use (mandatory CPP)
			6-9 = Centrally Billed Account, mandatory CPP

With very few exceptions, only Federal employees can have access to the City Pair Program. Cost-reimbursable contractors do not have access to the City Pair Program.

## Account Maintenance Procedures

### Information Updates

The A/OPC must ensure that the master file information is kept up-to-date to guarantee the smooth functioning of the program. The A/OPC must maintain individual Cardholder information, the hierarchy and DBO and TDO points of contact. The A/OPC must also regularly update A/OPC and EO information. Information updates are accomplished using the Citibank® Account Maintenance Form in Appendix B or via the CitiDirect® Card Management System, by sending a fax (1-605-335-1417) in the U.S., or by mailing to:

Citibank Customer Service Center  
P.O. Box 6125  
Sioux Falls, SD 57117-6125

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# Account Setup and Maintenance

Citibank provides for information updates via the CitiDirect® Card Management System, which the authorized A/OPC may access by visiting Citibank's Web site at [www.citimanager.com](http://www.citimanager.com) and then linking to it from the Government Services section. For those Agencies/Organizations that currently are not able to utilize electronic media, Citibank will accept faxes and/or hard copy of completed forms. These forms are included in Appendix B.

### **Authorization Control Changes**

On occasion, the A/OPC may find it necessary to change the Agency/Organization's cycle limit or the Cardholder's single purchase or cycle limit. The A/OPC is the only individual authorized to make changes to these limits.

### **Account Renewal**

All Citibank® Government Travel Cards are issued with an expiration date, usually two to three years after issue. Prior to the expiration of the card, Cardholder requirements should be re-evaluated within the Agency/Organization. Individual accounts that show no activity over a twelve- to eighteen-month period should be reviewed for possible cancellation due to minimal usage, thereby saving card administration costs.

To expedite account renewal and preclude a break in the availability of services to the Cardholder, the following actions should be taken:

- Ninety days prior to expiration of each account or card, Citibank will provide a report to the A/OPC listing each expiring account or card
- Notify Citibank within 45 days of the expiration date of all accounts that are not to be reissued
- Account renewal information is supplied to the A/OPC by the Renewal Report and/or via the CitiDirect® Card Management System
- Renewed cards will be sent no earlier than 40 calendar days before the expiration date of the existing card and no later than 20 calendar days before the expiration date

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# Account Setup and Maintenance

### **A/OPC Termination of Accounts and Cancellation of Cards**

When a Cardholder leaves the Agency/Organization, his/her Agency/Organization employee clearance procedures should be followed. Using the Citibank<sup>®</sup> Account Maintenance Form, the A/OPC should notify Citibank immediately when a Cardholder leaves an Agency/Organization, is terminated from employment or no longer requires a Citibank<sup>®</sup> Government Travel Card. This may be submitted via the CitiDirect<sup>®</sup> Card Management System. When the cancellation request is received, the employee's card will be canceled immediately. The A/OPC or his/her designated representative should thereafter retrieve and destroy the Citibank<sup>®</sup> Government Travel Card. If an employee attempts to use the card before it is retrieved and destroyed, the merchant requesting the authorization against the canceled account will be instructed to confiscate the card. The A/OPC should ensure destruction of the card and termination of accounts of individual Cardholders.

### **Lost or Stolen Accounts/Cards**

A/OPCs and Cardholders must promptly report lost or stolen account numbers and cards to Citibank. The Customer Service Center is staffed 24 hours a day, 7 days a week, every day of the year to accept calls from A/OPCs and/or Cardholders reporting lost or stolen cards. Subsequently, a replacement card with a new account number will be sent to the Cardholder. Cards reported lost or stolen are immediately blocked from accepting additional charges. If unauthorized charges have occurred, they should be disputed.

### **Government-Wide Shutdown**

In the event of a Government-wide shutdown, many Agencies/Organizations and Cardholders may be unable to make payments. Citibank will ensure that during such periods accounts will not age delinquent or be suspended or canceled. During this time finance charges will not be assessed; however, Statements of Account will continue to be generated.



## Citibank<sup>®</sup> Government Travel Card Guide

# Authorized Card Use

The Cardholder is responsible for using the card only for the purchase of official travel and travel-related expenses while away from his/her official station/duty station, as specified by his/her Agency/Organization's policies and regulations. Generally, the Citibank<sup>®</sup> Government Travel Card can be used at any merchant location, both domestic and international, that accepts the Travel Card to purchase the following types of products and services:

- Air Travel
- Rail
- Transportation Services
- Lodging
- Automobile Rental
- Food Service Establishments
- Fuel
- ATM Access, If Authorized
- Other Travel Related Services and Products

It is the Cardholder's responsibility to understand his/her Agency/Organization's policies and regulations regarding travel expenditures. It is not within Citibank's purview to determine whether or not a purchase is authorized beyond applying authorized account limits and controls. Charges made by the Cardholder on IBAs are the sole responsibility of the Cardholder. Charges made by the Cardholder on CBAs are the sole responsibility of the Government.

Citibank<sup>®</sup> Government Travel Card services include ATM access for cash advances for authorized Government travelers. Access is normally determined by the A/OPC during the account application process. If appropriate, the A/OPC can set daily, weekly and billing period cash limits for those travelers authorized ATM access. The A/OPC can also elect to use Citibank's standard commercial guidelines.

Using a non-Citibank<sup>®</sup> ATM may result in an access surcharge. The Cardholder should record the amount of the surcharge, as it may be reimbursable in accordance with

## Citibank® Government Travel Card Guide

# Authorized Card Use

Agency/Organization policy. There is no access surcharge when the Citibank® Government Travel Card is used to access cash at a Citibank® ATM. If the Cardholder used an ATM for which an access surcharge was incurred, this amount may appear as a second entry on the statement immediately adjacent to the cash withdrawal, or it may be incorporated into the withdrawal amount.

The A/OPC has the ability to enable specific Cardholders to utilize ATMs. To utilize this feature, the following steps should be taken:

Step 1	The A/OPC identifies the prospective Cardholder as an individual requiring ATM access during the application process and sets daily, weekly, and billing cycle cash withdrawal limits (see Step 3 of Account Application Instructions).
Step 2	<p>For security reasons, the Cardholder receives his/her Personal Identification Number (PIN) in a separate mailing from the card issuance mailing.</p> <p>Note: The <i>Citibank® Government Travel Card Cardholder Guide</i> is available on the Citibank Web site at the URL <a href="http://www.citimanager.com">www.citimanager.com</a> in the "Government Services/Reference" section.</p> <p>Note: Citibank offers self-selected PINs. The Cardholder must request this service by calling the Customer Service Center.</p>
Step 3	The Cardholder should memorize the PIN and store the notice in a safe place separate from the card. The Cardholder should not write the PIN on the card.
Step 4	<p>When the Cardholder needs cash for official business, he/she may go to any of the more than 700,000 ATMs worldwide with the Cirrus® logo or the PLUS® logo. In addition, the Cardholder may request a cash advance at any Cirrus or PLUS member bank worldwide. To identify ATM locations in a particular area, the Cardholder can use the Web sites <a href="http://www.visa.com">www.visa.com</a>, <a href="http://www.mastercard.com">www.mastercard.com</a> or <a href="http://www.citibank.com">www.citibank.com</a>. A search function facilitates the Cardholder's quick access to acceptable ATM machines.</p> <p>Also, to identify ATM locations in a particular area, the Cardholder can call 1-800-CITI-ATM.</p>
Step 5	The Cardholder uses the Citibank® Government Travel Card by inserting or "swiping" the card in the ATM machine and following the prompts.

## Citibank® Government Travel Card Guide

# Authorized Card Use

Step 6	The Cardholder takes the cash and proceeds with his/her official travel.
Step 7	The Cardholder has a single entry on the next statement for the amount of the cash withdrawal. Service fees may be assessed by non-Citibank locations. The Cardholder is generally reimbursed for this service fee when cash is used on official travel. Consult your Agency/Organization policies and regulations for further details.

Travelers cheques are accepted by merchant establishments and financial institutions worldwide. Travelers cheques are provided in prepackaged sets. Within the U.S., report lost, stolen or destroyed travelers cheques by calling 1-800-221-7282. Checks can be replaced within 24 hours. During international travel, lost, stolen or destroyed travelers cheques may be reported by calling collect 801-964-6665. Checks can be replaced within 24 hours.

When travelers cheques are reported lost, stolen or destroyed, travelers may arrange for replacement travelers cheques to be supplied through a variety of methods. During the phone call, the customer service representative will determine the most expedient and convenient method of providing the traveler with replacement travelers cheques.

If your Agency/Organization is not currently enrolled in a travelers cheques program, contact your Citibank® Business Development Manager to discuss your travelers cheques requirements.

### Authorization Controls

Citibank can provide a wide range of authorization controls that can limit or restrict Cardholder use of the card. Any of these limits can be set by your Agency/Organization based on your specific requirements as follows:

- Per Transaction Dollar Limit
- Cycle Dollar Limit
- Daily Transaction Limit
- Cycle Transaction Limit
- Card Usage by MCC

## Citibank<sup>®</sup> Government Travel Card Guide

# Authorized Card Use

- Dollar Limits by MCC or Other
- Restrictions on ATM Transactions
- Additional Limits (Budget Periods, Time-Based Authorizations, etc.)

## Citibank® Government Travel Card Guide

# Transaction Activity

### Transaction Authorization

Citibank provides domestic and international transaction authorization support 24 hours a day, 7 days a week, every day of the year. Standard commercial authorization controls, selected by the A/OPC at account setup, will be applied to each transaction. Transaction authorization requests, which do not meet the specific criteria established by the A/OPC, will be denied.

### Transaction Overrides

Citibank, at the direction of the A/OPC, has the ability to authorize specific transactions that may be blocked as a result of risk mitigation or other Agency/Organization-elected controls. Our Customer Service Center will handle these requests for A/OPCs and other authorized personnel designated by the A/OPC. This functionality will allow any restricted requests (MCC, dollar limit, etc.) to be approved by the Citibank authorization system. In unusual circumstances, certain MCC blocking patterns may preclude authorization of acceptable purchases. The Customer Service Center can also handle these requests and, where appropriate, authorize the transaction.

### Transaction Monitoring

Citibank is very sensitive to the need for monitoring card authorizations for unusual usage patterns. Citibank, MasterCard and Visa have developed card usage monitoring systems to ensure that Citibank® Government Travel Card usage is consistent with the purpose of the Travel Card program. Any exceptions generated by these systems will be reported in accordance with the details outlined in the Reporting Section. If unusual patterns are detected, the Cardholder may be contacted.

### Transaction Posting

Citibank posts all settled transactions from MasterCard and Visa within two business days of receipt. Transactions received before the established cutoff time of 1:00 PM EST are posted to the accounts the day of receipt. Transactions received after this time are posted the following business day. Tracking controls will be utilized for manually processed transactions. Credit transactions will use the same reference number assigned to the original transaction to facilitate matching the credit to the original charge.

## Citibank® Government Travel Card Guide

# Statements of Account and Invoices

The Statement of Account is sent to the Cardholder detailing all posted activity for the designated billing period. Citibank will send an itemized Statement of Account to each Cardholder within five business days of the end of each billing cycle. This statement will include all transaction data elements in C.34.6.1 of the Master Contract, including:

- Statement date
- Cardholder address
- Foreign conversion rate (if applicable)
- Statement total in dollars
- Master File accounting code
- Itemized charge transactions
- Posting Date
- Line-item detail, as available
- Discounts
- Airline ticket numbers for common carrier transactions
- Class of travel identifier
- Maximum available leg-by-leg itinerary data for common air/rail carrier transportation
- Hotel/Motel Fire Safety Act (FSA) statistics
- Amount carried over from previous invoice (if applicable)
- Prompt Payment Act interest itemized separately (if applicable)
- Instructions for handling transaction disputes
- Citibank Customer Service Center toll-free and collect telephone numbers
- Citibank Customer Service Center address
- Cardholder's cycle and single purchase limit

## Citibank® Government Travel Card Guide

# Statements of Account and Invoices

If appropriate, an Approving Official Summary Statement will be sent to the AO within five business days of the end of each billing cycle detailing all transactions during the designated billing period for all Cardholders under his or her review. Charges made in foreign currencies will be converted into U.S. dollars using a favorable conversion rate established by an interbank rate or, where required by law, the official rate. The conversion rate used shall be the one in existence at the time the transaction is processed, and will be identified on the Statement of Account, the invoice and all related reports. Citibank will not charge a conversion fee.

Citibank provides the invoice to the DBO, with a roll-up listing of transactions and total dollar amounts for each Cardholder account, and a final amount to be paid. This final total is a roll-up of total dollar amounts for each Cardholder.

A sample Statement of Account is contained in Appendix D.

## Citibank® Government Travel Card Guide

# Reconciliation Procedures

### **CBA Reconciliation**

Cardholders should review and verify that all transactions on the Statement of Account are appropriate. This review should be accomplished in a timely manner in accordance with Agency/Organization policies to avoid incurring Prompt Payment Act interest charges. The Cardholder should have supporting documentation for each transaction. If an item has been returned and a credit voucher was received, the Cardholder should verify that the credit is reflected on the statement. If credits do not appear in a timely fashion (usually within 45 days), or if there are any other inconsistencies within the Statement of Account, the Cardholder should follow the dispute process as appropriate. It is the Agency/Organization's responsibility to ensure that the resolution of all disputes is properly tracked and reflected on the Statement of Account.

The Citibank® Government Travel Card program also provides files to your CTO/TMC for reconciliation. Typically, your CTO/TMC will use this file to add data related to each charge on the invoice. This data includes the travel authorization/order number, traveler's name and Agency/Organization-defined identification number. The CTO/TMC should forward the appended file to the A/OPC, Approving Official, if used, and the DBO to facilitate the Agency/Organization's approval and payment processes.

In addition, the CTO/TMC can identify items on the invoice which do not match its records. These items should not be paid due to pending credits or potential disputes (e.g., cancellation-related charges, refunds, and returns). Other unmatched items, such as missing data or unknown charges, should follow the dispute process detailed in the *Citibank® Government Card Transaction Dispute Office Guide*. The CTO/TMC will work within your Agency/Organization's policies and procedures and its contract guidelines to help resolve unmatched items.

### **IBA Reconciliation**

The individual Cardholder is responsible for reconciliation of his/her account.



## Citibank® Government Travel Card Guide

# Disputes

### CBA

Reasons for disputing a transaction may vary from dissatisfaction with the goods or services provided, to non-recognition of the reported merchant or charge. **In all cases, the first course of action is for the Cardholder to contact the supplier and attempt to resolve the dispute directly.** If attempts to resolve the dispute with the supplier have not been successful, or if attempts to contact the supplier are not possible (supplier is not recognized, contact information is not available, etc.), the following process should be initiated by the Cardholder or his/her representative within the Agency/Organization:

#### Step 1

Internal policies within Agencies/Organizations may vary; however, either the Cardholder or the Agency/Organization's representative on the Cardholder's behalf must initiate communication with Citibank. Authorized representatives shall be designated by the Agency/Organization, and normally include the TDO, the DBO and the A/OPC. This communication is normally done via telephone through a toll-free number, or online via the CitiDirect® Card Management System. **All disputes unresolved at the supplier-Cardholder level must be submitted to Citibank within 60 days of receipt of the invoice on which the charge(s) first appeared. After 60 days, the right to dispute a charge may be relinquished.**

#### Step 2

Citibank will instruct the individual making contact concerning next steps. The Cardholder will normally be required to complete either a paper or an electronic Dispute Form and send the completed form to Citibank (see Appendix B). The Cardholder should always keep a copy of the completed Dispute Form for his/her reference. The Cardholder may also be required to provide a copy of the Dispute Form to appropriate organizational entities within the Agency/Organization.

#### Step 3

Citibank will suspend the disputed charge from the outstanding balance due. Citibank will acknowledge the initiation of a dispute to the Cardholder, confirming that the Cardholder does not have to pay the amount in question pending the outcome of the dispute process.

The suspension process places the amount in question in a special category of transactions. Suspended transactions are tracked and reported to the appropriate

## Citibank® Government Travel Card Guide

# Disputes

personnel in each Agency/Organization per the terms and conditions of the GSA Master Contract and the Agency/Organization Task Order. Both MasterCard and Visa require merchants to respond to the notification of dispute within 21-45 days of receipt.

If the supplier has not responded within 45 days, the dispute is automatically resolved in favor of the Cardholder. While this process is taking place, the Cardholder is not expected to take any further action, unless Citibank requests additional information.

### Step 4

Based on the supplier's response, the charge will either be resolved in favor of the Cardholder or the supplier. If the charge is resolved in favor of the Cardholder, the charge is removed from the account and all related reports will reflect the status. If the dispute is resolved in favor of the supplier, a letter is sent to the Cardholder explaining the decision. The charge will appear in the balance due on the next Statement of Account, along with a dispute resolution message and applicable interest. The Cardholder should retain the dispute resolution letter and attach it to the next Statement of Account as support documentation for the reconciliation process.

Typically, when a charge is resolved in favor of the supplier, the supplier has provided evidence of compliance with MasterCard and Visa association operating regulations. In those very rare instances where agreement cannot be reached between the Cardholder and the supplier, or when the charge appears to be fraud-related, special actions are taken.

### IBA

A Cardholder may choose to dispute transactions on his/her Statement of Account for a variety of reasons. Disputes typically fall into two categories: 1) merchant issues such as defective or unsuitably delivered merchandise, non-delivery of merchandise and unresolved transactions; or 2) "billing errors" such as questionable charges, duplicate billings and unauthorized charges.

**For all merchant issues, the Cardholder should make every attempt to resolve the problem directly with the merchant. This approach has the greatest potential for quick and efficient resolution of the issue.**

If the issue cannot be reasonably resolved with the merchant, or the problem is an unresolved transaction or "billing error," the Cardholder should contact the Citibank

## Citibank<sup>®</sup> Government Travel Card Guide

# Disputes

Customer Service Center by phone at 1-800-790-7206, or call collect at 904-954-7850 if outside the United States. The Cardholder will receive immediate credit and a Dispute Form will be sent to document the dispute. The dispute form can also be accessed through the CitiDirect<sup>®</sup> Card Management System if the Cardholder has CitiDirect<sup>®</sup> system access.

If Citibank determines that a billing error did not occur, the transaction amount will be billed on the next Statement of Account after the dispute investigation is complete, and a letter will be mailed with an explanation. If Citibank determines that a billing error did occur, the Cardholder will receive a letter advising him/her that the error has been corrected and the credit will remain on the Cardholder's account.

## Citibank® Government Travel Card Guide

# Payment Process

### The Billing Cycle

Citibank will offer Agencies/Organizations a choice of billing cycles for Travel Card accounts. Agency/Organization-level reporting is impacted by the selection of billing cycle dates. The A/OPC and the DBO should jointly select a billing cycle suited to Agency/Organization operations, structuring the appropriate organizational hierarchy and selecting the same billing cycle for major subordinate elements for the overall processing of invoices. This approach provides full data capture for roll-up which enhances program management and decision-making. If the A/OPC does not select a specific billing cycle at the time of account setup, Citibank will provide a monthly billing cycle.

Travel Card accounts will operate on a daily, weekly, semi-monthly or monthly billing cycle. Statements of Account will be provided electronically via the CitiDirect® Card Management System or mailed directly to the address of record within five business days after cycle cutoff.

### Invoices

Citibank will invoice the Designated Billing Office (DBO) for Travel Card accounts on a billing cycle designated by the Agency/Organization.

Invoices incorporate all required data fields as defined in the Master Contract and task order requirements. Required changes in data fields and ad hoc reporting requests can be accomplished through the reporting systems offered by Citibank.

Citibank will provide invoicing in either electronic or paper formats, depending upon Agency/Organization requirements. Sample invoices and Statements of Account are provided in Appendix D.

### CBA

Citibank will accept payments from multiple sources, and will post payments within two business days from date of receipt. Citibank's payment processing centers are open 24 hours a day, seven days a week to accept payments. When required data elements are missing from the payment, which preclude accurate posting, this time frame may be adjusted.

The Government requires that payments be applied to the principal first and then to the Prompt Payment Act interest. Citibank will apply payments accordingly.

## Citibank® Government Travel Card Guide

# Payment Process

The CitiDirect® Card Management System allows Citibank to specify the application of payments, which includes application to principal versus fees. All payments received on accounts, excluding generic accounts only, will be credited against the overall balance due on that account. Payments cannot be posted for credit against a specific time period, but will be applied to the overall balance due and are reflected in the account aging reports accordingly. Citibank will promptly notify the DBO of any payment discrepancies.

There are four methods that can be utilized by Agencies/Organizations to make payments:

- **Check Payments**

The disbursing office sends the payment through regular mail using a Government voucher identifying the account numbers for payment posting

- **Wire Payments**

The disbursing office can initiate a wire payment by sending a cash letter to Citibank. Payments made by 1:00 p.m. EST will post the same business day. If made after 1:00 p.m. EST, the payment will be posted the following day

- **Automated Clearing House (ACH) Electronic Payments**

A Disbursing Officer can initiate ACH electronic payments by having his/her Demand Deposit Account (DDA) debited to make the payment

- **Electronic Data Interchange (EDI)**

Process mapping and file format exchange are necessary to initiate an EDI payment process. Contact your Citibank® Business Development Manager to establish EDI as a form of payment

## IBA

The Cardholder is responsible for payment of all charges on the IBA. Payment in full is required for all charges incurred by a Cardholder. Citibank will send the Cardholder a Statement of Account, detailing all transactions made by the Cardholder during the billing cycle. The Cardholder is required to remit payment to the specified address by the due date on the Statement of Account.

## Citibank® Government Travel Card Guide

# Payment Process

For those whose Agency/Organization uses the split disbursement process for payment, the Cardholder is responsible for the proper payment of those charges to be made by the Agency/Organization or a third party. Cardholders must ensure that the proper split disbursement is reflected on the subsequent Statement of Account.

There are five methods that can be utilized by Cardholders to make payments:

- **Check Payments**

Cardholders can send payment through regular mail using the payment coupon and window envelope provided with the statement. Citibank will post payment within two business days of receipt of payment. If required information is missing from the payment, posting could be delayed until the data has been obtained

- **Wire Payments**

A Cardholder can initiate a wire payment by obtaining a cash letter from a financial institution. Payments made by 1:00 p.m. EST will be posted the same business day. If made after 1:00 p.m. EST, the payment will be posted the following day

The remaining three methods of payment are designed to take advantage of electronic data interchange and electronic payment processes:

- **ACH**

The Cardholder may elect to have payments deducted from his/her Demand Deposit Account (DDA). On the due date, the full payment amount will be deducted from the selected DDA account. Electronic payments will be posted to the appropriate account within two business days of receipt of the transaction information. ACH is designed to take advantage of electronic data interchange and electronic payment processes

- **Citibank Branch Center Payments**

Citibank branch offices will receive Cardholder payments during normal business hours. The Cardholder will have to provide his/her Citibank® Government Travel Card account number and will be required to pay with cash or personal check. Locations of Citibank branch office locations may be found on the Web at [www.citibank.com](http://www.citibank.com).

## Citibank<sup>®</sup> Government Travel Card Guide

# Payment Process

- **Payments via PC**

A Cardholder can use a third-party PC-banking system. Since Citibank does not have control over the bill paying services, payments made via PC-banking cannot be guaranteed to post within two business days

## Citibank® Government Travel Card Guide

# Account Suspension, Cancellation and Reinstatement

Citibank will strictly adhere to the suspension/cancellation procedures as outlined in the Master Contract and will cancel accounts only when specific requirements have been met. The A/OPC will be provided with Pre-Suspension/Pre-Cancellation Reports prior to initiation of suspension and cancellation actions.

### **CBA**

#### **Suspension**

Citibank will provide Pre-Suspension/Pre-Cancellation Reports to the A/OPC to identify undisputed amounts that are past due on all Agency/Organization accounts. Accounts will be considered past due (defined as 45 days past the billing date for CBAs) if payment has not been received by the due date on the Statement of Account in which the charge appeared.

Citibank shall follow the prescribed suspension procedures for all accounts:

- Citibank will notify the A/OPC and Cardholder of suspension if payment for the principal amount is not received by close of business on the fifth (5th) calendar day after notification
- Citibank will document all suspension actions and, if requested, such documentation will be provided to the GSA Contracting Officer
- If payment for the undisputed principal amount is not received within 55 calendar days from the billing date for CBAs, Citibank will notify the A/OPC and DBO (electronically or in writing) that the account remains past due
- Citibank will identify to the A/OPC and the DBO, the Citibank-designated collection specialist assigned to the Agency/Organization for assistance in resolving the amounts past due on respective accounts
- If payment for the undisputed principal amount has not been received within five (5) calendar days after suspension notification (at least 61 days after billing date), Citibank may suspend the account
- Items that are in dispute will not be considered past due. The amount of the dispute is subtracted from the payment due on the Statement of Account. Therefore, items in dispute will not result in suspension of charge privileges



## Citibank® Government Travel Card Guide

# Account Suspension, Cancellation and Reinstatement

- Citibank-initiated suspensions will be issued within 180 calendar days of the billing cycle date in which the unpaid charges appeared. If Citibank does not initiate suspension within 180 calendar days of the billing cycle date, it waives its right to suspend the account for the particular charge
- Reinstatement of suspended accounts will be accomplished automatically upon payment of the undisputed principal amount and the Prompt Payment Act interest
- In accordance with the requirements of this contract, the A/OPC and the GSA Contracting Officer will have the authority to suspend accounts under their purview. Documentation of the reason for suspension is required

### **Cancellation**

While payment performance is important, Citibank's first priority to the Agency/Organization is to ensure access to charging ability. To protect this ability, Citibank will begin the cancellation process when the account is past due for the undisputed amounts, and the requirements for cancellation have been met:

- The account has been suspended two times during a 12-month period for undisputed amounts and is past due again. Citibank will give consideration to the amount of elapsed time between the second suspension and the third occurrence for late payment. Citibank may initiate cancellation procedures when payment of the undisputed principal amount on an account has not been received 120 calendar days from the billing date
- The account is 120 days past due for the undisputed amounts, and the procedures for suspension of the account have been met

If payment is not received on the fifth day after notification, Citibank may cancel the account.

Citibank will notify the Cardholder, the A/OPC and the DBO of past due accounts per documented suspension procedures. Statement messages will be printed on subsequent billing statements if there is an amount past due from the previous billing period. The Citibank internal collection department will make contact in accordance with the Master Contract and the Agency/Organization Task Order. Cancellation may be made any time after A/OPC approval has been received.

## Citibank® Government Travel Card Guide

# Account Suspension, Cancellation and Reinstatement

To ensure notification, Citibank utilizes written communications in conjunction with telephone calls. Prior to cancellation, a reasonable number of attempts will be made to arrange for payment with the point of contact and/or the A/OPC. In addition, Citibank will provide the A/OPC with notice prior to cancellation. Documentation is maintained throughout the cancellation process and will be provided to the A/OPC upon request.

The A/OPC and the GSA Contracting Officer will have the authority to suspend or cancel CBAs under their purview. Documentation of the reason for cancellation or suspension is required. Additionally, the A/OPC and the GSA Contracting Officer will have the authority to void account numbers.

## IBA

### Suspension

For suspension purposes, an account is considered past due if payment for the undisputed principal amount has not been received 45 calendar days from the closing date on the Statement of Account in which the charge appeared. Citibank will send a letter to the individual Cardholder requesting payment on past due accounts for the undisputed principal amount.

Citibank will provide the Pre-Suspension/Pre-Cancellation Report to the A/OPC to identify the undisputed amount that is overdue on Individually Billed Accounts. If payment for the undisputed principal amount has not been received 55 calendar days from the closing date on the Statement of Account in which the charge appeared, Citibank will:

- Notify the Cardholder and A/OPC of suspension if payment for the principal amount is not received by the close of business on the fifth calendar day after notification
- Notify the Cardholder and A/OPC of the Citibank point of contact to assist in resolving the past due account(s)

If payment for the undisputed principal amount has not been received 61 calendar days from the closing date on the Statement of Account in which the charge appeared, Citibank will suspend the account, unless otherwise directed by the A/OPC. The A/OPC must notify Citibank within the notification time frames mentioned above of any mission-related extenuating circumstances for which the account should not be suspended.

## Citibank® Government Travel Card Guide

# Account Suspension, Cancellation and Reinstatement

Citibank will automatically reinstate suspended accounts upon payment of the undisputed principal amount, unless otherwise specified by the A/OPC.

Citibank will not provide credit information on suspended IBAs.

Citibank will maintain a suspension/reinstatement file on IBAs to include the Cardholder name, the Agency/Organization name, the Agency/Organization identifying number, the account number, the A/OPC name and telephone number, invoice numbers, the amount of each invoice, the number of days past due for each invoice, the date of suspension and the date of reinstatement. This file will be made available to the A/OPC and the GSA Contracting Officer promptly upon request.

If an IBA has been suspended two times during a 12-month period for undisputed amounts and is again past due, Citibank will cancel the account in accordance with GSA Master Contract Requirements (CB.18).

### **Cancellation**

There are four reasons for which Citibank may initiate cancellation of an IBA:

- The account has been suspended two times during a 12-month period for undisputed amounts and is again past due. Citibank will give consideration to the time that has elapsed between the second suspension and the third occurrence for late payment and shall exercise good judgment
- The account is 120 days past due for undisputed amounts, and the procedures for suspension of the account have been met
- Use of the card for other than authorized purchases and cancellation is approved by the A/OPC
- The account has had two or more Non-Sufficient Funds checks written against the account within a 12-month period

If Citibank chooses to begin cancellation procedures, Citibank will follow the procedures listed below if payment for the undisputed principal amount has not been received 120 calendar days from the closing date on the Statement of Account on which the charge appeared. Citibank will send a letter to the Cardholder and A/OPC requesting payment on past due accounts for the undisputed principal amounts.

## Citibank® Government Travel Card Guide

# Account Suspension, Cancellation and Reinstatement

Citibank will:

- Notify the Cardholder and A/OPC of cancellation if payment for the principal amount is not received by the close of business on the fifth day after notification
- Notify the Cardholder and A/OPC of the Citibank point of contact to assist in resolving past due account(s)

Cancellation actions will be documented and, if requested, such documentation will be provided to the A/OPC. If payment for the undisputed principal amount has not been received 126 calendar days from the closing date on the Statement of Account in which the charge appeared, Citibank will cancel the account, unless otherwise directed by the A/OPC. The A/OPC must notify Citibank within the notification time frames specified above of any mission-related extenuating circumstances for which the account should not be canceled.

Citibank will maintain a cancellation/reinstatement statement on IBAs to include, at a minimum, the Cardholder name, the Agency/Organization office name, the Agency/Organization identifying number, the account number, the A/OPC name and telephone number, invoice number, the amount of each invoice, the number of days past due for each invoice, the date of suspension, the date of reinstatement from suspension, the date of cancellation and the date of reinstatement from cancellation. This file will be made available to the A/OPC and the GSA Contracting Officer immediately upon request.

### **Reinstatement**

Citibank, in coordination with the Agency/Organization, may reinstate suspended and/or canceled accounts upon receipt of payment of the undisputed principal amount and Prompt Payment Act interest. Reinstatement of canceled IBAs may be subject to a creditworthiness check and payment of a late fee.

Citibank will maintain a Suspension/Cancellation Reinstatement File on all accounts to include:

- Agency/Organization office name
- Agency/Organization identifying number
- Account number

## Citibank® Government Travel Card Guide

# Account Suspension, Cancellation and Reinstatement

- A/OPC and DBO names and telephone numbers
- Invoice number
- Principal and estimated interest penalty for each invoice
- Number of days past due for each invoice
- Amount of each invoice
- Date of suspension
- Date of reinstatement from suspension
- Date of cancellation
- Date of reinstatement from cancellation

If requested, this file will be made available to the A/OPC, the DBO and the GSA Contracting Officer.

## Citibank<sup>®</sup> Government Travel Card Guide

# Essential, Standard and Ad Hoc Reports

There are 26 reports available to meet the needs and requirements set forth for the GSA Master Contract. All reports are dated, titled, numbered and paginated. Citibank<sup>®</sup> reports are linked to invoice and transaction data where appropriate. Most reports are available in different levels of detail. With the exception of the Cardholder, each report is available at each level of hierarchy for each listed report recipient. Each "unit" or "box" on the hierarchy has no limit to the number of report recipients. However, only one report recipient will be designated as the main report recipient for each "unit" or "box." All other report recipients will be designated as sub-report recipients. Sub-report recipients may receive any or all reports that the main report recipient has selected, but only at the same level of detail. If a sub-report recipient requests a report that the main report recipient is not receiving, the sub-report recipient will not have access to that report until the main report recipient adds that report to his/her manifest. A report manifest is generated for every main report recipient which lists all reports included in his/her reporting package. Additional reports are available upon request.

Reports are generated at a specific point in time on a regular basis (recurring reports), or when a user specifically asks for a report (user-requested reports). Recurring reports present data for calendar or billing cycle periods. For example, a monthly report presents data from the first day of the month through and including the last day of the month. User-requested reports present data as of the date the report is requested.

At account setup, the A/OPC, with the assistance of the Agency/Organization's Client Development Manager, will make a selection from a list of standard paper reports that will be sent at the frequency denoted for each report selected. For Agencies/Organizations utilizing electronic access, reports will be available at any time for download. The A/OPC may change the selection or frequency of hard copy reports by calling his/her Client Account Manager at the Citibank Customer Service Center.

## **Citibank<sup>®</sup> Government Travel Card Essential Reports**

### **Account Activity Report for the Travel Card Program**

This monthly report shows all transaction activity for the Travel Card program. This will include both active and inactive accounts.

### **Account Renewal Report**

This user-requested report lists detailed information for accounts that are at least 90 calendar days prior to the expiration of each card or account.

## Citibank® Government Travel Card Guide

# Essential, Standard and Ad Hoc Reports

### **Airline Credit/Refund Report**

This monthly report lists all credits/refunds that have occurred during the month for both CBAs and IBAs.

### **Delinquency Report**

This report lists all delinquent account balances. The report summarizes delinquency level (30, 60, 90, 120 days+) and allows the user to access detail-level data. This report is generally available to the Designated Billing Officer and the Chief Financial Officer to identify and manage delinquencies.

### **Detailed Electronic Transaction File (DEF File)**

This electronic file lists each Cardholder's detailed transactions for the reporting period and contains all transaction data. This file is generally used by the Agency/Organization for processing transactions through its financial systems and for producing reports.

### **Hotel/Motel Fire Safety Act (FSA) Report**

This report lists FSA data and gives a percentage of compliance to the FSA for each Agency/Organization.

### **Invoice**

Citibank provides invoices on a daily, weekly, semi-monthly or monthly basis, in both electronic and hard copy formats. The Agency/Organization can modify the frequency interval on request.

### **Invoice Status Report for the Travel Card Program**

This user-requested report identifies all outstanding invoices (CBAs) and statements (IBAs) and includes all transaction data, ticket numbers and a field that calculates interest penalty. It is supplied electronically, normally to the DBO, and can be modified to assist in tracking and allocating refunds as applicable.

### **Pre-Funded Cards on Individually Billed Accounts**

This report itemizes the number of pre-funded cards provided and associated dollar value for each Agency/Organization. The report is listed by name and account number.

## Citibank® Government Travel Card Guide

# Essential, Standard and Ad Hoc Reports

### **Pre-Suspension/Pre-Cancellation Report**

This report lists accounts eligible for suspension or cancellation and identifies account name, account number, status, balance past due, number of days past due and interest penalty. This report is generally used by the A/OPC to flag Cardholders and accounts for A/OPC action and delinquency control.

### **Statistical Summary Report for the Travel Card Program**

This monthly report provides a statistical summary of Travel Card program activity.

### **Suspension/Cancellation Report**

This report lists, on a daily basis, accounts that are suspended or canceled. The report is summarized hierarchically, and the user has the capability to access detail-level data.

### **Transaction Dispute Report**

This report lists all outstanding and resolved transaction disputes. The report is summarized by dispute status. The user has the capability to access detail-level data, and thereby identify, track, balance and obtain status on the dispute from the original charge through resolution. The report is generated on any cycle basis and may be delivered via the CitiDirect® Card Management System or in hard copy. This report is generally used by the TDO.

### **Write-Off Report for the Travel Card**

This user-requested report lists the date and balances that have been written off as uncollectable. The report is summarized by Agency/Organization and then by program. This report also lists the write-off amount and the date written off for IBAs. The user has the capability to access detail-level data. This report can be used to analyze the data and cross-reference delinquency data to assist Government managers in programmatic delinquency control.



# Essential, Standard and Ad Hoc Reports

## **Additional Citibank® Government Travel Card Standard Reports**

### **1057 Report**

This quarterly report lists merchant demographic information (minority or female-owned businesses) and provides summary travel purchasing data only. The report will include quarterly travel purchase amounts as well as year-to-date travel purchase totals.

### **1099 Report**

This quarterly report lists summary payments made to merchants on a quarterly and cumulative calendar-year basis. The report lists summary information by total merchant payments only. This report includes the merchant tax identification number (TIN) and legal merchant name.

### **Account Change Report**

This report lists any changes made to the master file information and identifies which element(s) changed on what date. This report is generally used by the A/OPC to manage programmatic data as well as to flag and verify changes.

### **Account Listing**

This user-requested report provides detailed account level information for CBAs or IBAs. The report will capture all open accounts, regardless of status.

### **Agency Payment Performance and Refund Report**

This report lists the payment performance (average payment time) and any refunds paid to the Agency/Organization for each program. It is available quarterly or monthly, and includes the net charge volume, payment performance, refund amount and type of refund. This report is generally used by the Agency/Organization to analyze payment performance and refunds. It also supports audit functions.

### **Current Accounts Report**

This report provides listings of all current accounts. Each account can be mapped to a specific Cardholder/User and provides ad hoc manipulation of data.

### **Daily Chargeback Report**

This report lists all transactions that result in a chargeback against the Agency/Organization account. The report provides no summary information. This is available upon request to the Agency/Organization Transaction Dispute Office.

## Citibank® Government Travel Card Guide

# Essential, Standard and Ad Hoc Reports

### **Daily/Monthly Transaction Activity Fee Report**

This report provides detailed total transaction fee information at the Agency/Organization account level by product.

### **Exception Report**

This report identifies lost, stolen, invalid or canceled cards, declined transactions and unusual spending activity, and details such transaction activity. It includes current and past due balances. This report is generally used by the A/OPC and the DBO to monitor Cardholder activity, track misuse and identify training needs.

### **Lost/Stolen Card Report**

This report identifies cards/accounts that are reported as lost or stolen. An account will only appear on this report for 30 days after the lost/stolen status block date (date requested).

### **Maintenance Requests Report**

This report lists information concerning maintenance performed on accounts. The information remains on the report for a 30-day period following the maintenance date.

### **Master File Report**

This report is offered on a monthly, quarterly and annual basis and reflects new accounts. Electronic and print media deliveries are available.

### **MCC Exception Report**

This report lists Cardholders who made or attempted to make purchases at unauthorized merchants. The report provides detailed transaction information at the individual or Agency/Organization account level by Merchant Category Code.

### **Monthly Agency Report**

This monthly report provides summarized information regarding Agency/Organization activity by Merchant ID for the previous month.

### **New Accounts Report**

This report provides detailed information regarding new accounts.

## Citibank<sup>®</sup> Government Travel Card Guide

# Essential, Standard and Ad Hoc Reports

### **Summary Quarterly Merchant Report**

This report lists, by fiscal year quarter, summary spending information by MCC and includes MCC description, number of transactions per MCC, total dollar amount per MCC and average dollar amount per MCC. This report is generally used to summarize supplier categories for trend analyses.

### **Summary Quarterly Vendor Analysis Report**

This report lists, by fiscal year, a detailed merchant/vendor, city, state, and service type in total dollars and total number of transactions. This report is generally used to negotiate better discounts with merchants.

### **Summary Quarterly Vendor Ranking Report**

This report lists, by fiscal year, a quarterly and comparative summary by name and type of vendor, ranking the major vendors and their dollar charges, along with a percentage breakdown of totals and changes from the previous quarter and the same quarter a year ago, if applicable. This report is generally used for market and trend analyses.

### **Transaction Activity Report**

This detailed electronic transaction file provides transaction detail at the individual account level.

### **Transaction Statistical Summary Report**

This report provides statistical information useful for management-level analysis and decision-making at the Agency/Organization level. Available monthly, quarterly and annually.

## **Citibank<sup>®</sup> Government Travel Card Ad Hoc Reports**

Each A/OPC will have electronic access via the CitiDirect<sup>®</sup> Card Management System to generate ad hoc reports to enable program implementation and to manage program data. Ad hoc reports may be created using any and all transaction data elements.

## Citibank® Government Travel Card Guide

# Training

In accordance with the GSA Master Contract, Citibank will assist in training the Agency/Organization on all aspects of the Citibank® Government Travel Card program, products and services. A complete Agency/Organization training strategy will be established in conjunction with your Citibank® Client Development Manager during implementation. All Agency/Organization program officials (A/OCO, A/OPC and billing and dispute officials) will be invited to participate in an initial orientation, which addresses program conversion issues (contractor differences in reporting, processing, etc.). This orientation will also provide an overview of the electronic capabilities of the CitiDirect® Card Management System, and present a Train-the-Trainer approach for initial Cardholder training and back-up key personnel training. Agencies/Organizations are strongly encouraged to participate in the orientation to present internal policies and procedures and explain Agency/Organization program interfaces.

Training of Travel Cardholders is a vital part of the Citibank® Government Travel Card program. Through comprehensive training, Cardholders become fully knowledgeable about the appropriate uses of the Agency/Organization's Travel Cards. This minimizes mistakes and streamlines procurement processes. Travel Card Users will be trained on the processes for using the Travel Card and the Agency/Organization's requirements for maintaining the supporting purchase documentation.

Comprehensive training for Cardholders, A/OPCs, DBOs and TDOs is available directly through Citibank in the following media:

- Paper and electronic program documentation
- Paper and electronic self-paced training texts
- Electronic interactive formats

Electronic media includes:

- CD-ROM
- Internet (the CitiDirect® Card Management System and the Citibank document delivery Web site)
- Intranet access

## Citibank® Government Travel Card Guide

# Training

A/OPC training materials focus on A/OPC responsibilities, program requirements and processes and the electronic capabilities of the CitiDirect® Card Management System. Materials also cover manual processes needed to function in a non-CitiDirect system environment.

A/OPCs are responsible for ensuring that Cardholders are properly trained on the Citibank® Government Travel Card program. To assist in this effort, Citibank will provide a suggested training outline and copies of the *Citibank® Government Travel Card Cardholder Guide*.

Citibank will provide on-site training events. Agency/Organization utilization of available training media will be determined during implementation.

Although the Citibank Customer Service Center is not intended to replace appropriate Citibank® Government Travel Card program training, customer service representatives are always available to answer questions and resolve issues. For assistance, call 1-800-790-7206 and fax 1-605-335-1417 in the U.S., and call collect, 904-954-7850, if overseas.